

SARCOM Deploys Cisco Security Agent for a Manufacturing Company

The Challenge: The client wanted to mitigate risks by using CSA.

There are various risks associated with the technological environment. The client determined that certain risks--- viruses being sent out and proliferating faster than virus protection companies can keep up and patching strategies taking time to implement--- should be mitigated with the use of Cisco Security Agents (CSA) 4.0.

CSA monitors the network for unusual network activity and blocks the packets associated with this activity. The advantage of this is that a virus patch does not need to be added for the network to be protected from a new unseen virus or a variant of an old one that has been mutated. Because CSA constantly monitors the network for unusual activity and not a specific virus, there is a greater chance that we will catch the threat and contain it before it can damage the entire network.

The Client desired to partner with SARCOM and CISCO to implement the lab testing and pilot stages of its CSA project. This endeavor involved installing the CSA console in a test lab and piloting the installation to several types of servers and desktops. This would ensure a successful deployment to the production servers and desktops, which would be installed by the client's team. SARCOM ensured that all requirements and support activities as defined in this Project Definition would be met. In addition, SARCOM provided documentation and needed training to the customer's team so that a successful roll-out could be accomplished once the CSA Testing and Pilot project was completed.

The Solution: SARCOM delivered success in three phases.

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The Results: SARCOM finished the project successfully to the customer's satisfaction.

The CSA installation followed these phases:

- Phase I -
 - Setup LAB
 - Install CSA on QA systems
 - Create install packages for the CSA client.
- Phase II- installing CSA on lab equipment and simulating a rollout.
- Phase III- documenting the procedures and training the Bosch personnel to implement CSA in the production environment.

SARCOM provided an onsite technician to install and test CSA and create the installation packages. The technician also installed CSA in a lab environment and simulated an actual rollout, verified the installation procedures and documentation, and trained Bosch personnel to deploy CSA successfully in production. Post-installation issues relating to the software would re-direct to Cisco's help desk per the support contract purchased by Bosch.

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Customer deliverables include:

- CSA deployment package
- Training Bosch Resources on deploying CSA
- Installation Documentation
- Back-off procedures